

## Inside this Issue

### DIVISION UPDATE

Veteran State Purchaser  
Returns to Lead Purchase  
and Contract Division .....1

P&C Liaison .....1

### CUSTOMER SERVICE

Term Contract Group Strives to  
Improve Customer Service .....2

P&C Website.....2

### P&C EDUCATION & TRAINING

P&C Online Education and  
Reference Website .....3

Taking Charge of Your  
Professional Development .....3

### Tool Tips

Microsoft Word .....3

### COMINGS AND GOINGS

P&C Farewells &  
Welcomes .....4

### FROM OUR DIRECTOR

Mike Mangum .....4

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### DIVISION UPDATE

## Veteran State Purchaser

## Returns to Lead Purchase and Contract Division

**RALEIGH** - Administration Secretary Gwynn Swinson announced that a veteran of the Purchase and Contract Division will come out of retirement to lead the Division. Mike Mangum will become State Purchasing Officer, effective September 1, 2003.

"Mike has a thorough working knowledge of public procurement," Swinson said. "He is well rested and ready to roll up his sleeves as division director. We are very pleased to welcome Mike back to the Department."

As State Purchasing Officer, Mangum will have daily divisional management responsibility for purchasing activity totaling over \$3 billion annually. The Purchase and Contract Division is responsible for establishing contracts for goods and services required by all state agencies, institutions, public school districts, community colleges and the university system.

Mangum retired as Chief of Purchasing in 1996 with 26 years of state service. He served as purchasing chief for seven years. Mangum worked in several other capacities in the Purchase and Contract Division including State Purchasing Administrator, 1983-89; Purchasing Standards Engineer, 1982-83; and a Departmental Purchasing Officer, 1973-1982.

Prior to joining the Purchase and Contract Division, he was employed as the Purchasing Agent for John Umstead Hospital in Butner, where he worked from 1969 to 1973.

Mangum is a graduate of East Carolina University with a degree in business. A Granville County native, he lives near Creedmoor.



## P&C Liaison

*Tina McLamb*

The Division of Purchase and Contract is moving in a new direction to provide more services and build relationships with the customers it serves throughout the State. In an effort to assist the numerous agencies within the State, the Division is taking a proactive approach by providing liaisons to help agencies with their E-Procurement transition and any other purchasing related questions or concerns the agencies may have.

The liaison works between NC E-Procurement@Your Service, the Division, and the agency to help the agency prepare for the implementation of E-Procurement. The liaison studies the agency's business processes to help establish user roles/workflows in the agency, assists with vendor registration, and learns how the agency's current system interfaces with E-Procurement. The liaison will be a valuable point of communication between the agencies and the Division to identify and address problems, assist with training needs, and enhance building relationships with customers.

Currently, the Division has appointed one liaison to work with the community colleges. This liaison has been in this capacity since July 1, 2003. When asked

of several of the colleges to comment on the new approach, the following responses were given:

**Janice Allen, Guilford Technical Community College 9/10/03**

"We anticipate many changes in purchasing procedures when we go live on E-Procurement next month. It is important that we anticipate, in advance, as many changes as possible to assure that we remain in compliance with all purchasing policies and procedures during the implementation phase. It is extremely helpful to have a liaison between the community colleges and P&C E-Procurement so that our questions and concerns can be handled quickly. The liaison is able to provide information on how the system will work, the interface with Colleague and the impact it will have on the purchasing process."

**Debra Wallace, Wake Technical Community College 9/17/03**

"The designation of a liaison between the College and the Division of Purchase and Contract has facilitated a feeling of camaraderie and support. The opportunity to work directly with the Division will enhance our purchasing process and enable us to fulfill our college mission."

**Jane Freeman, Fayetteville Technical Community College 9/17/03**

"Designation of a liaison for community colleges has been very beneficial in coordinating everyone involved with our integration with Colleague and E-Procurement. With the liaison's assistance, we have held a successful vendor information workshop (complete with ITS, HUB and E-Procurement representatives) and received our instructor-led training for E-Procurement. With continued assistance from the liaison during the coming weeks, the FTCC Purchasing Department will be prepared to meet our implementation date."

## CUSTOMER SERVICE



### Term Contract Group Strives to Improve Customer Service

Marilyn Wall

The Term Contract Group with Purchase and Contract in its mission to improve customer service has implemented new measures to communicate news to our customers about the Statewide Term Contracts.

1) Purchase and Contract will be sending notices of changes made to Statewide Term Contracts and New Term Contracts. The Division will begin sending email notices for information pertaining to the awards of new term contracts, changes to existing term contracts such as re-awarded contracts, deletion of awarded vendors and cancelled contracts. This information will be emailed to the purchasers listed on the Agency Purchasers list on the P&C website and others that are included in IPS (Interactive Purchasing System). This information will also be posted under "Term Contract News" on our website.

2) A new button has been created on the P&C website that will send the user directly to the E-Procurement log in site. NC E-Procurement @ Your Service.

3) The Term Contract Numerical listing will now indicate if the term contract is loaded or not loaded within the NC E-Procurement System.

4) The [Term Contract Updates and Changes](#) web page was developed to provide a single place where you can go to see what contracts were recently

changed and why. We also added a link to this web page from each changed contract listed on [Numerical Listing](#) web page.



### P&C Website

P&C Web Team

We are continuously improving the usability of the P&C Website. Using suggestions and feedback from our customers, we've made many improvements to the website. Here is a summary of the improvements we've made to date.

#### Customer Service Improvements

To provide you with the best possible service, we've added the following web pages:

- [P&C Customer Support-Feedback](#)

Our Support-Feedback web page is designed to help you direct your questions, concerns or comments to the appropriate area for resolution.

- [Directions to P&C and Where to Park](#)

To assist visitors to P&C, we now provide a map of our location in downtown Raleigh. We also suggest where to park when you get here.

If you need driving directions to Raleigh, we provide links to a few online mapping applications.

#### Usability Improvements

Finding information on our website has been a concern for many. To address this, we've made the following improvements:

## • Website Search Engine

P&C Search Engine is available on all the main P&C Web Pages (Located on the bottom of the Top Navigation bar).

## • Purchase and Contract - Site Map

The Site Map indexes all the P&C Web Pages alphabetically by the title of its content. If you're not familiar with Site Maps, they work like the index of a publication.

## • Quick Reference Drop-Down Lists

To assist you in locating information on the [Numerical Listing](#), [Keyword Listing](#), [QPL Listing](#) and [Specification Listing](#) web pages, we've added Quick Reference Drop-Down lists to each of them.

Improving the usability of our website is an ongoing effort. Your comments and suggestions are valuable insights on where we are and where we need to go.

## P&C EDUCATION AND TRAINING



## P&C Online Education and Reference Website

*P&C Web Team*

Facing budget cuts, we too had to meet the challenge of providing the same with less. So rather than have you come to us for education, we decided to make our Education Modules available to you online.

The [P&C Online Education and Reference Website](#) was created to provide you with educational and reference information. The information available on the website is divided into the following categories:

- **IPS Topics**
- **Purchaser Topics**
- **Vendor Topics**

Developing our Education and Reference website will be an ongoing effort. Therefore we ask that you let us know if you'd like to see specific education provided that will help you. To suggest a topic, please use our [P&C Online Education and Reference Suggestion Form](#).



## Taking Charge of Your Professional Development

*David Jones*

Often during times of tight budgets and economic downturns organizations reduce spending for employee professional development. This is the time for the individual to be more assertive regarding training opportunities. Even if your agency does not allocate funds for professional development you can find avenues to continue professional growth and development. Professionals make a lifelong commitment to their own professional development through education, and challenging experiences. They also do their best to encourage and counsel others to do the same.

Joining the Carolinas Association of Governmental Purchasing (CAGP) is an affordable way to invest in your own professional development. CAGP is closely associated with the Institute of Government at the University of North Carolina at Chapel Hill. Through this association, members have the opportunity to take several classes throughout the year relating to procurement. CAGP also offers a certification program: The Certified Local Government Purchasing Officer (CLGPO). Membership dues are just \$30.00 per year.

The CAGP was organized in 1953 and has developed a strong membership base including governmental purchasers located in both North and South Carolina. Prior to July 2003, CAGP affiliated itself with the Institute of Supply Management (ISM) formerly known as the National Association of Purchasing Management (NAPM). On July 31, 2003, the Carolinas Association of Governmental Purchasing (CAGP) officially became a Chapter affiliate of the National Institute of Governmental Purchasing (NIGP). NIGP President, Jean A. Clark, presented the Chapter Charter during a ceremony held at the CAGP Summer Conference in New Bern, North Carolina. Ellis Wheeler, Vice-President of CAGP, spoke at the Purchasing Roundtable held in Raleigh on September 24 and he emphasized CAGP's desire for more participation from purchasers in state government organizations. Purchasers who join CAGP can make their voices heard by serving on committees, attending regular meetings and supporting ongoing training activities. Get serious about realizing your potential and advancing your career; visit and join [CAGP today!](#)

## Tool Tip

### Microsoft Word

Keyboard Short Cuts:

Press	To
<b>CTRL + F</b>	Find text, formatting, and special items
<b>ALT + CTRL + Y</b>	Repeat find (after closing <b>Find and Replace</b> window)
<b>CTRL + H</b>	Replace text, specific formatting, and special items
<b>CTRL + G</b>	Go to a page, bookmark, footnote, table, comment, graphic, or other location
<b>ALT + CTRL + Z</b>	Go back to a page, bookmark, footnote, table, comment, graphic, or other location
<b>ALT + CTRL + HOME</b>	Browse through a document

## COMINGS AND GOINGS

### P&C Staff Farewells and Welcomes...

Barbara Stone-Newton



**RAY BROUGHTON** retired the end of July. In his role as Chief of Operations, Ray coordinated personnel, budget, technology, and related functions vital to ongoing support for the Division. Since early 2000, he was the primary P&C liaison with NC E-Procurement @ Your Service, a very complex statewide initiative. Prior to serving as Chief of Operations, Ray was a purchaser handling a range of commodities.

**RUSSELL NEMITZ** retired August 31st. In addition to his regular duties as a Special Projects Engineer, Russ was Acting Chief of Purchasing for eight months. Russ oversaw many aspects of Vendor Link NC and P&C's website. He was also closely involved in E-Procurement, especially vendor registration and commodity coding issues. His earlier experience at P&C included purchasing and engineering.

**DIANA CURTIS**, Computer Support Technician, left September 26th to accept a position at the Department of Transportation. Diana's primary contributions to P&C were IPS troubleshooting, automated document preparation training and planning, and coordination of email and web-based user communications.

We wish Ray, Russ, and Diana all the best!



**JIM WESTBROOK** joined the Term Contract purchasing group the first of August. He will administer term contracts for mowers, batteries, pesticides, auto parts, HVAC filters, tractors, paint brushes, incontinence products, and exam gloves. Jim worked at the Department of Agriculture, where he was Purchasing Officer, for fifteen years. He also has experience purchasing for a building supply company. Jim is a graduate of East Carolina University

## FROM OUR DIRECTOR



### Mike Mangum...

After an absence of 7 years from the Division of Purchase and Contract, I must say it is indeed a pleasure to be working again with our staff and all of our "customers". It is only fitting that these first comments be to the purchasing professionals all over the state.

You are very much appreciated by me personally. On a daily basis, you are confronted with challenges that are not of small proportions. A maze of statutes, rules, guidelines, policies, procedures, etc. guide you through every day on the job. It is well known that you must be great mind readers and magicians. If you weren't, it would be impossible to anticipate that most of your customers would need goods/services before you

ever got notification of their needs. Then your talents as magicians allow you to procure those requirements in a timely ethical & professional manner.

One of the main goals of our Division will be to function as a team to assist you in any way possible to meet the daily demands placed on your offices. Call us if we can be of assistance in any respect.

Thanks to all of you for helping to make our state a visible leader in the purchasing profession. Walking up the hill may be more difficult than walking down but the view is always going to be better from the top.



The **P&C News** is published quarterly by the Division of Purchase and Contract to promote better procurement practices in state government and political subdivisions.

#### State of North Carolina

- Michael F. Easley, Governor

#### Department of Administration

- Gwynn T. Swinson, Secretary

#### Division of Purchase and Contract

- Mike Mangum,  
State Purchasing Officer

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